



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 3, 2026

Adam Frazier
Crestwood Manor LLC
5078 Solvel St
Kalamazoo, MI 49004

RE: License #: AS390095233
Investigation #: 2026A1024013
Crestwood Manor

Dear Mr. Frazier:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On February 24, 2026, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AS390095233
Investigation #:	2026A1024013
Complaint Receipt Date:	01/12/2026
Investigation Initiation Date:	01/13/2026
Report Due Date:	03/13/2026
Licensee Name:	Crestwood Manor LLC
Licensee Address:	5078 Solvel St Kalamazoo, MI 49004
Licensee Telephone #:	(269) 359-1511
Administrator:	Adam Frazier
Licensee Designee:	Adam Frazier
Name of Facility:	Crestwood Manor
Facility Address:	5078 Solvel Street Kalamazoo, MI 49004
Facility Telephone #:	(269) 373-3842
Original Issuance Date:	04/20/2001
License Status:	REGULAR
Effective Date:	07/02/2024
Expiration Date:	07/01/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
It was reported that Resident A is pregnant and cannot give consent.	No
Additional Finding	Yes

III. METHODOLOGY

01/12/2026	Special Investigation Intake 2026A1024013
01/13/2026	Special Investigation Initiated – Telephone with APS Specialist Gene Coulter
01/13/2026	Contact - Telephone call made with APS Specialist Lauren Crock
01/13/2026	Contact - Telephone call made with administrator/licensee designee Adam Frazier
01/13/2026	Contact - Telephone call made with case manager Cheryl Cass
01/13/2026	Contact - Document Received- <i>Incident Report</i> and <i>Lab Results</i>
02/06/2026	Inspection Completed On-site-with direct care staff member Robina Jalango, case manager Cassidy Geiger and Resident A
02/10/2026	Contact - Telephone call made with BFS Inspector Ken Howe
02/10/2026	Exit Conference with licensee designee Adam Frazier
02/10/2026	Inspection Completed-BCAL Sub. Compliance
02/10/2026	Corrective Action Plan Requested and Due on 3/3/2026
02/24/2026	Corrective Action Plan Received
02/24/2026	Corrective Action Plan Approved

ALLEGATION: It was reported that Resident A is pregnant and cannot give consent.

INVESTIGATION:

On 01/13/2026, I conducted an interview with APS Specialist Gene Coulter who stated that APS received a complaint stating that Resident A was pregnant because she was not having menstrual cycles anymore however Resident A's guardian had no knowledge of this allegation and stated that Resident A is with female staff members 24/7 due to her repeated acts of self-injurious behaviors therefore does not believe the allegation is true. Gene Coulter stated this complaint was eventually transferred to APS Specialist Lauren Crock.

On 01/13/2026, I conducted an interview with APS Specialist Lauren Crock who stated she has no evidence to support this allegation and does not know why this complaint was made. Lauren Crock stated that after the complaint was made, staff took Resident A to the doctor to take a pregnancy test which came back negative therefore APS is closing out their case.

On 01/13/2026, I conducted an interview with administrator/licensee designee Adam Frazier who stated that an anonymous complaint was made to the Office of Recipient Rights stating that Resident A had not had a menstrual cycle therefore it was believed she was pregnant. Adam Frazier stated over the last few months Resident A has been experiencing very painful menstrual cycles therefore Resident A's doctor along with Resident A's local case manager, Cassidy Geiger, suggested that Resident A is put on birth control to help manage her menstrual cycles. Adam Frazier stated that shortly after this conversation took place, an anonymous complaint was made stating that Resident A was pregnant. Adam Frazier stated staff members immediately took Resident A to see her primary care doctor after the complaint was made to confirm that Resident A was not pregnant and her lab test results were in fact negative. Adam Frazier stated he has no reason to believe that this allegation is true because Resident A has enhanced supervision by female staff members therefore is not out of sight of staff view at no given time. Adam Frazier further stated Resident A has a case manager who is very involved and visits the facility weekly.

On 01/13/2026, I conducted an interview with case manager Cheryl Cass who stated that she is Resident A's out of county case manager however there is a local case manager that her program contracts with to provide case management to Resident A while Resident A is residing in Kalamazoo County. Cheryl Cass stated that her office received an anonymous complaint stating that it was believed that Resident A was pregnant. Cheryl Cass stated that no other information was provided with this complaint therefore ORR conducted an investigation and found no findings to support this claim.

On 01/13/2026, I reviewed the facility's *Incident Report* dated 12/23/2025. According to this report, staff received notification from Resident A's case manager stating that an

allegation was made that Resident A might be pregnant. Staff contacted Resident A's primary care physician to schedule clinical testing to rule out allegation.

I also reviewed *Lab Results* dated 1/9/2026 which showed pregnancy test was negative.

On 2/6/2026, I conducted an onsite investigation at the facility with direct care staff member Robina Jalango, Resident A and Resident A's case manager Cassidy Geiger. Robina Jalango stated she was working when Resident A's case manager called and stated that an allegation was made that Resident A was suspected to be pregnant due to having irregular menstrual cycles. Robina Jalango stated she was very confused and surprised to hear of the complaint and have no idea why someone would suspect that Resident A would be pregnant given that she is supervised 24/7 by female staff members. Robina Jalango stated that Resident A was taken to the doctor and it was confirmed that the allegation was not true due to having a negative pregnancy test.

Cassidy Geiger stated that she is a contracted case manager that visits Resident A at the facility weekly due to Resident A's constant acts of self-injurious behaviors which require her to have 2 to 1 staff supervision. Cassidy Geiger stated that Resident A has a guardian and is nonverbal therefore she communicates often with staff members to get progress updates. Cassidy Geiger stated over the past few months Resident A has been experiencing painful and irregular menstrual cycles therefore her primary care physician suggested to implement birth control in order to help alleviate pain. Cassidy Geiger stated that Resident A has been on birth control since 12/2/2026 at which time a complaint was made shortly after stating that Resident A was pregnant. Cassidy Geiger stated she has no reason to believe that Resident A was ever pregnant and is unsure why someone would suspect Resident A was pregnant. Cassidy Geiger stated she has no concerns about the care provided to Resident A by direct care staff. Resident A could not be interviewed due to her cognitive impairment.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.

ANALYSIS:	Based on my investigation which included interviews with direct care staff member Robina Jalango, APS Specialists Gene Coulter and Lauren Crock, case manager Cherly Cass, case manager Cassidy Geiger, licensee designee Adam Frazier, and review of facility's incident report and Resident A's pregnancy test lab results there is no evidence to support the allegation Resident A is pregnant and cannot give consent. Lauren Crock stated she has no evidence to support this allegation and a pregnancy test confirmed that Resident A is not pregnant therefore APS closed their investigation. Adam Frazier stated he believes this complaint was made because over the last few months Resident A had been experiencing very painful menstrual cycles therefore Resident A's doctor along with Resident A's local case manager Cassidy Geiger suggested that Resident A get put on birth control to help manage her menstrual cycles. Adam Frazier stated it was at this time a complaint was made stating that Resident A was pregnant. Cassidy Geiger stated she communicates with staff regularly and visits Resident A regularly and has no reason to believe that Resident A was ever pregnant and is unsure why someone would suspect this claim. Cassidy Geiger and Cheryl Cass both have no concerns for staff, and I reviewed <i>Lab Results</i> dated 1/9/2026 which showed pregnancy test for Resident A to be negative. Therefore, Resident A has been protected.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDING:

INVESTIGATION:

While at the facility, I observed XPS foam boards installed on the living room walls and in Resident A's bedroom.

On 2/10/2026, I conducted an interview with Bureau of Fire Services (BFS) Inspector Ken Howe who stated that XPS foam is a finish material that is highly flammable and does not meet fire safety standards.

APPLICABLE RULE	
R 400.735	Interior finishes and materials.
	Paper, cardboard, asphalt paper, or other highly flammable material must not be used for the interior finish of a facility.

ANALYSIS:	<p>While at the facility, I observed XPS foam boards installed on the living room walls and in Resident A's bedroom.</p> <p>On 2/10/2026, I conducted an interview with Bureau of Fire Services (BFS) Inspector Ken Howe who stated that XPS foam is a finish material that is highly flammable and does not meet fire safety standards.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 2/10/2026, I conducted an exit conference with licensee designee Adam Frazier. I informed Adam Frazier of my findings and allowed him an opportunity to ask questions and make comments. On 2/24/2026, I received and approved an acceptable corrective action plan.

IV. RECOMMENDATION

An acceptable corrective action plan was received; therefore, I recommend the current license status remain unchanged.



Ondrea Johnson
Licensing Consultant

3/3/20226
Date

Approved By:



03/04/2026

Dawn N. Timm
Area Manager

Date